

Total Force MPF Superintendent Conference

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Total Force MPF Superintendent

* CMS Conference

- * DJMS Accuracy/Rejects
- * Get Involved
- * DFAS Initiatives

CMS

- ✓ DFAS works cases - first in first out
- ✓ Root cause not listed correct in CMS case
 - Many are using “other”
 - Need to do analysis of root cause problems
- ✓ Provide as much information as possible
 - No doubt as to what action is needed
- ✓ One problem per CMS case

CMS continued

✓ Communication!

- Try to avoid sending the CMS case back and forth from section to section
- Talk - pick up the phone, walk down and talk face to face
 - Only delays the problem being fixed

✓ Case need to be closed ASAP

- Many cases sit out with action complete and not closed

CMS continued

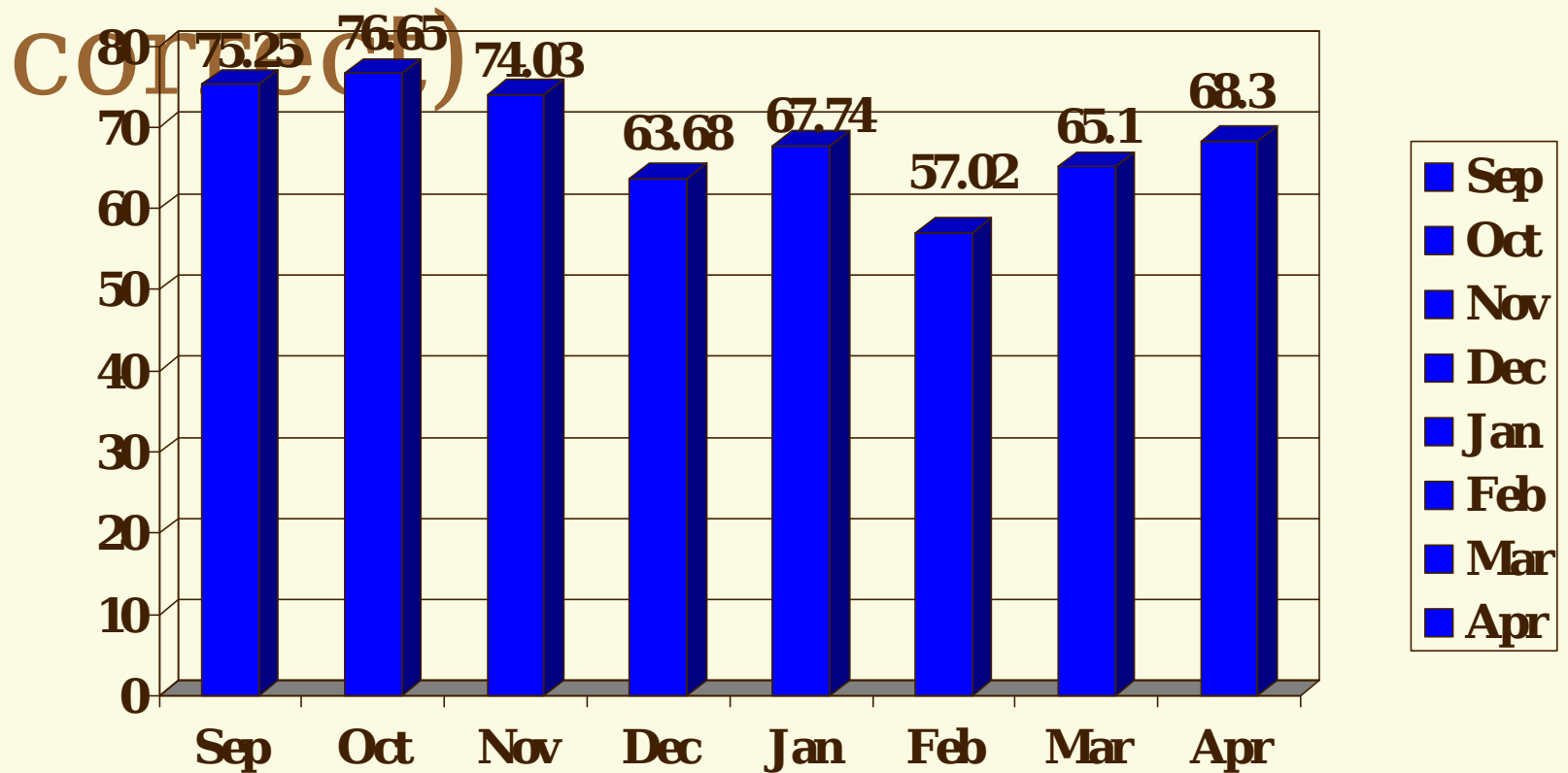
✓ Data Reconciliation

- Should only be those non pay affecting
- Many opened in this box are in fact pay affecting
 - EAD (accessions) changed - anytime an original EAD is changed it will affect pay

DJMS Accuracy/Rejects

- ✓ Even though transaction may process in DJMS, many are input wrong
 - Creates need for a CMS case
 - Reenlistments are the main problem
 - Forget to include sold leave or SRB information
 - Incorrect SRB multiple
 - Incorrect DOE, TOE, months

DJMS Accuracy All Transactions (%)

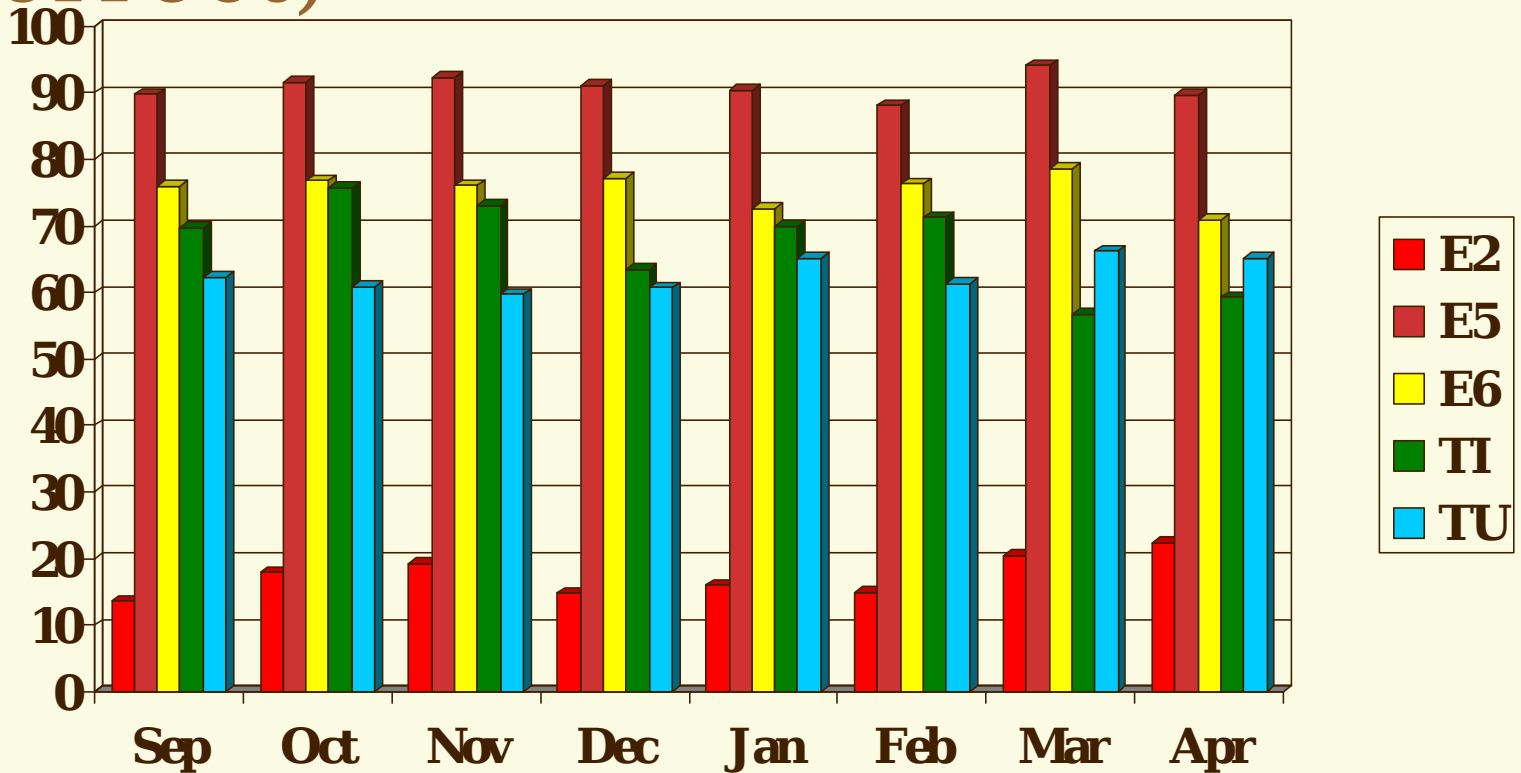


Rejects

- ✓ Not working rejects
 - Either not at all or not in a timely manner
- ✓ Should work/re-input rejected transactions within 3 workdays
- ✓ Work with the FSO if help is need
 - Problem, some FSOs won't know what to do with the rejects
- ✓ More DJMS/MMPA training needed??

Rejects

Pay Affecting Transactions (% Correct)



Get Involved

- ✓ Weekly/BI-weekly meeting with FSO
 - Keeps everyone informed
 - Keep up with status of “problem” cases
- ✓ Perception
 - Some MPFs believe the FSO can fix the problems
 - FSO can't
 - Some FSOs believe the MPFs can fix all the problems
- ✓ How many how MMPA access?

DFAS Initiatives

- ✓ Forward Compatible Pay System (FCP)
 - Interim replacement of DJMS until DIHMRS is in place
- ✓ Additional training being accomplished for DFAS technicians
 - Also for FSOs
 - DFAS-PMJPC (Field Services) conducts training at the FSO and MPFs are also visited

DFAS Initiatives

- ✓ MAJCOM Managers
 - DFAS-PMJPC has MAJCOM Managers and Deputies that work only their MAJCOM issues
- ✓ Work hot or high visibility issue
 - Issues come from MAJCOM FM
- ✓ Any hot issues/cases have your MAJCOM DP work with the FM folks

Questions?

- ✓ Any questions
- ✓ Complaints
- ✓ Suggestions